**Ukrainian State Air Traffic Services Enterprise**

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| **Aeronautical Information Service of Ukraine**P.o.box 186, Boryspil’-1, Kyiv region, 08301, Ukraine |
| Phone: +38 044 351 69 26 |
| E-mail: ais@uksatse.aero; pubs@uksatse.aero |

**CUSTOMER SATISFACTION QUESTIONNAIRE**

*Dear Customer,*

In order to know your opinion about services AIS of Ukraine, you are kindly asked to fill in the following questionnaire. Feedback from our customers on our products and services will allow us to improve our services and maintain required standards.

 Please fill out this form and provide us with your comments.

*AIS of Ukraine*

Company/Organization: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Country: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-mail address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Questionnaire includes the follow possible replies: excellent, good, acceptable and poor.

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| № | Criterions | Possible replies |
| Excellent | Good | Acceptable | Poor |
|  | Quality of AIS publications |  |  |  |  |
|  | Order Form completeness and clarity |  |  |  |  |
|  | Response time to request for AIS publications |  |  |  |  |
|  | Integrity and accuracy of aeronautical information provided in AIS publications  |  |  |  |  |
|  | Timeliness and availability of AIS publications |  |  |  |  |
|  | Quality of AIS publications on AIS Ukraine Website  |  |  |  |  |
|  | Quality of ANC of Ukraine 1:500 000 (ICAO) on paper |  |  |  |  |
|  | Quality of ANC of Ukraine 1:500 000 (ICAO) on digital data media |  |  |  |  |
|  | Usefulness of List of valid NOTAM  |  |  |  |  |
|  | Quality and timeliness of NOTAM information |  |  |  |  |
|  | Understanding and efficiency in responding to your problems and needs |  |  |  |  |
|  | Quality and timeliness of the aeronautical information, published by NOTAM. |  |  |  |  |
|  | Quality of AIP of Ukraine via EAD |  |  |  |  |
| 1. P
 | Price-range of the products offered |  |  |  |  |

Comments and suggestions:

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 **Thank for your cooperation!**

Your answes and comments to be forwarded by e-mail:

ais@uksatse.aero; pubs@uksatse.aero

or by mail:

AIS of Ukraine

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